DOCUMENT RESUME

ED 070 460 LI 004 012

TITLE	Library and Program Information Services. A HUD Handbook.
INSTITUTION	Department of Housing and Urban Development, Washington, D.C.
PUB DATE	Sep 71
NOTE	28p.; (0 References)
EDRS PRICE	MF-$0.65 HC-$3.29
DESCRIPTORS	Cataloging; *Government Libraries; Information Dissemination; *Information Services; Library Acquisition; Library Collections; Library Facilities; Library Reference Services; *Library Services
IDENTIFIERS	*Department of Housing and Urban Development; HUD; Selective Dissemination of Information

ABSTRACT

This Handbook explains the services and policies of the Library and Information Division. Since October 1957, the Public Housing Administration, the Federal Housing Administration and the Office of the Administrator Libraries were consolidated into one Library. The Program Information Center was added, additional Regional Office libraries were created (making 10 in all), and library collections put in 39 Area Offices. This Handbook delineates the responsibilities and the role of the HUD Library and Information Division in relationship to HUD employees and users outside of HUD. It is meant primarily for HUD Washington and field staff, but also for local public agencies, other government bodies, public interest and consumer groups, libraries, information centers, the business and academic communities, organizations and the general public. This Handbook supersedes and cancels the previous issuance, Library Service. (Author)

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
OFFICE OF EDUCATION
THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL OFFICE OF EDUCATION POSITION OR POLICY.

2265.2

ED 070400

LIBRARY AND PROGRAM INFORMATION SERVICES

SEPTEMBER 1971

A HUD HANDBOOK

LI 004 012

U. S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, D. C. 20410

ASL: DISTRIBUTION: H-W, R-1, R-2, R-3, R-3-2, R-4-1, R-5-1

FOREWORD

This Handbook explains the services and policies of the Library and Information Division. Since October 1957, the date of the previous issuance, the Public Housing Administration, the Federal Housing Administration and the Office of the Administrator Libraries were consolidated into one Library. The Program Information Center was added, additional Regional Office libraries were created (making 10 in all), and library collections put in 39 Area Offices.

This Handbook delineates the responsibilities and the role of the HUD Library and Information Division in relationship to HUD employees and users outside of HUD.

It is meant primarily for HUD Washington and field staff, but also for local public agencies, other government bodies, public interest and consumer groups, libraries, information centers, the business and academic communities, organizations and the general public.

This Handbook supersedes and cancels Issuance 2265.1, Library Service.

TABLE OF CONTENTS

Paragraph		Page
	CHAPTER 1. GENERAL	
1.	Library and Information Division	1
2.	Location	1
3.	Telephone Numbers	1
4.	Hours	2
	CHAPTER 2. PHYSICAL ORGANIZATION OF SOME OF THE LIBRARY FACILITIES (Room 8141)	
5.	Chart	3
	CHAPTER 3. PHYSICAL ORGANIZATION OF PROGRAM INFORMATION FACILITIES (Room 1202 and South Lobby)	
6.	Chart	5
	CHAPTER 4. THE COLLECTIONS	
7.	National Resource	7
8.	Formats	7
9.	Organization	7
	CHAPTER 5. LITERATURE SELECTION AND PROCUREMENT	
10.	Acquisition Responsibility	11
11.	Requesting Materials	11
12.	Exchanges and Gifts	11
13.	HUD Publications and HUD Sponsored Reports	11
14.	HUD Depository Libraries	11
	CHAPTER 6. CATALOGING SERVICES	
15.	Cataloging	13
16.	Catalog Cards	13
	CHAPTER 7. LOAN SERVICES	
17.	Lending	15
18.	Indefinite Loans	15
19.	Reserves	15
20.	Interlibrary Loans	15
21.	Non-Loanable Items	15
22.	Library Use	15

2265.2

Paragraph		Page
	CHAPTER 8. PERIODICAL ROUTING	
23.	Periodicals Routed	17
24.	HUD Library Periodicals	17
	CHAPTER 9. REFERENCE AND RESEARCH SERVICES	
25.	Clientele Served	19
26.	Research and Reference	19
27.	Related Reference Services	19
28.	Suggestions for Collection Development	19
29.	New Book Display	20
30.	Study Rooms	20
	CHAPTER 10. LAW SERVICES	
31.	Law Reference	21
32.	Related Services	21
33.	Law Collection	21
34.	Related Materials	21
	CHAPTER 11. SELECTIVE DISSEMINATION OF INFORMATION	
35.	Special Subject Interests	23
	CHAPTER 12. BIBLIOGRAPHIC SERVICES	
36.	Housing and Planning References	25
37.	Distribution of Library Publications	25
38.	Specialized Bibliographies	25
39.	Book of the Week	25
40.	Brief Bibliographies	25
41.	Book Lists	25
	CHAPTER 13. OTHER LIBRARY PUBLICATIONS	
42.	Urban Vocabulary	27
43.	Periodicals List	27
44.	Computer Assisted Publications	27
45.	Speeches	27

Paragraph		Page
	CHAPTER 14. PROGRAM INFORMATION CENTER SERVICES	
46.	Public Served	29
47.	Information Calls	29
48.	Visitors	29
49.	Freedom of Information	29
50.	Distribution of Publications	29
51.	HUD Publications	29
52.	Suggesting Publications	29
	CHAPTER 15. QUICK INFORMATION DESK	
53.	The Quick Information Desk	31
	CHAPTER 16. SERVICES TO REGIONAL AND AREA OFFICES	
54.	Services to Libraries	33
55.	Services to Field Personnel	33
	CHAPTER 17. HUD REPRESENTATION IN TECHNICAL INFORMATION AND LIBRARY MATTERS	
56.	Interagency Committee Representation	35
57.	Professional Societies	35
58.	Technical Advisors	35
	CHAPTER 18. ASSISTANCE TO LOCAL PUBLIC AGENCIES AND OTHERS	
59.	Assistance and Advice	37
	CHAPTER 19. TRANSMITTAL OF HUD TECHNICAL REPORTS TO THE NATIONAL TECHNICAL INFORMATION SERVICE	
60.	HUD Technical Reports Transmission	
61.	Record of NTIS Accession Numbers	

CHAPTER 1. GENERAL

1. The LIBRARY AND INFORMATION DIVISION, Office of General Services, Assistant Secretary for Administration, provides the full range of library, technical information, program information and documentation resources and services to the Department and the constituency it serves. It provides functional guidance, support and services to the Regional and Area offices in library and program information matters. It provides documentation and technical information services on housing and community development literature on a national basis. It serves as principal advisor on library and bibliographic information systems matters in the Department and, as required, to outside agencies. It represents the Department on library and technical information system matters on interagency committees and with outside groups. It is organinized as follows: Director's Office, Technical Services Branch, Reader Services Branch, Program Information Branch. Details on organization and authority may be found in HUD HANDBOOK 1150.11, Chapter 2, SECTION 2., paragraphs 16-18.

2. LOCATION. The Library and Information Division is in the HUD Building, 451 Seventh Street, S.W., Washington, D.C. 20410. (Post Office Stop 98)

   Library - Room 8141

   Program Information Center - Room 1202

   Quick Information Desk - South Lobby

3. TELEPHONE NUMBERS (Area Code 202)

	Outside	Government
Loans	755-6380	138 x56380
Reference	755-6370	138 x56370
Law	755-6373	138 x56373
Bibliography	755-5793	138 x55793
Acquisitions	755-6938	138 x56938
Program Information Center	755-6420	138 x56420

	Outside	Government
Telephone No. Information	755-5111	138 x55111
Director	755-6376	138 x56376

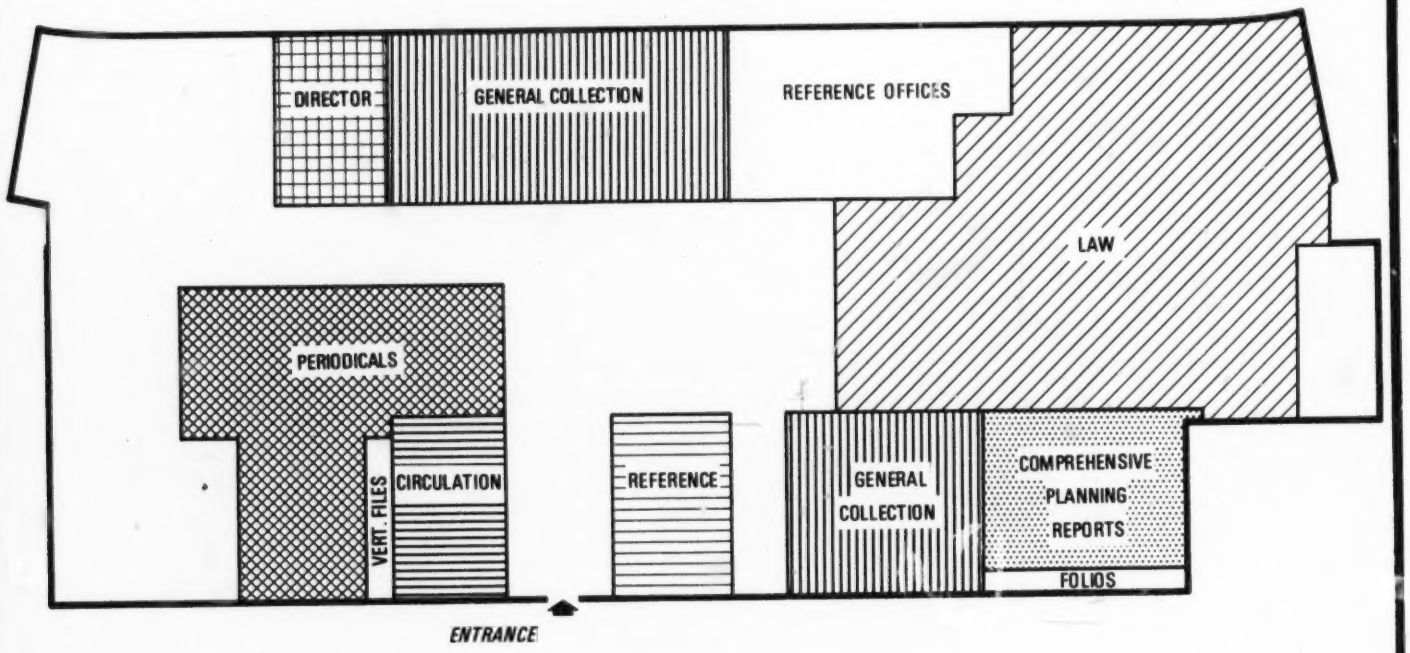
4. HOURS. Services are available from 8:30 AM to 5:15 PM Monday through Friday, except legal holidays. The Program Information Center opens at 8:45 AM.

CHAPTER 2

PHYSICAL ORGANIZATION OF SOME OF THE LIBRARY FACILITIES

Room 8141

Paragraph 5



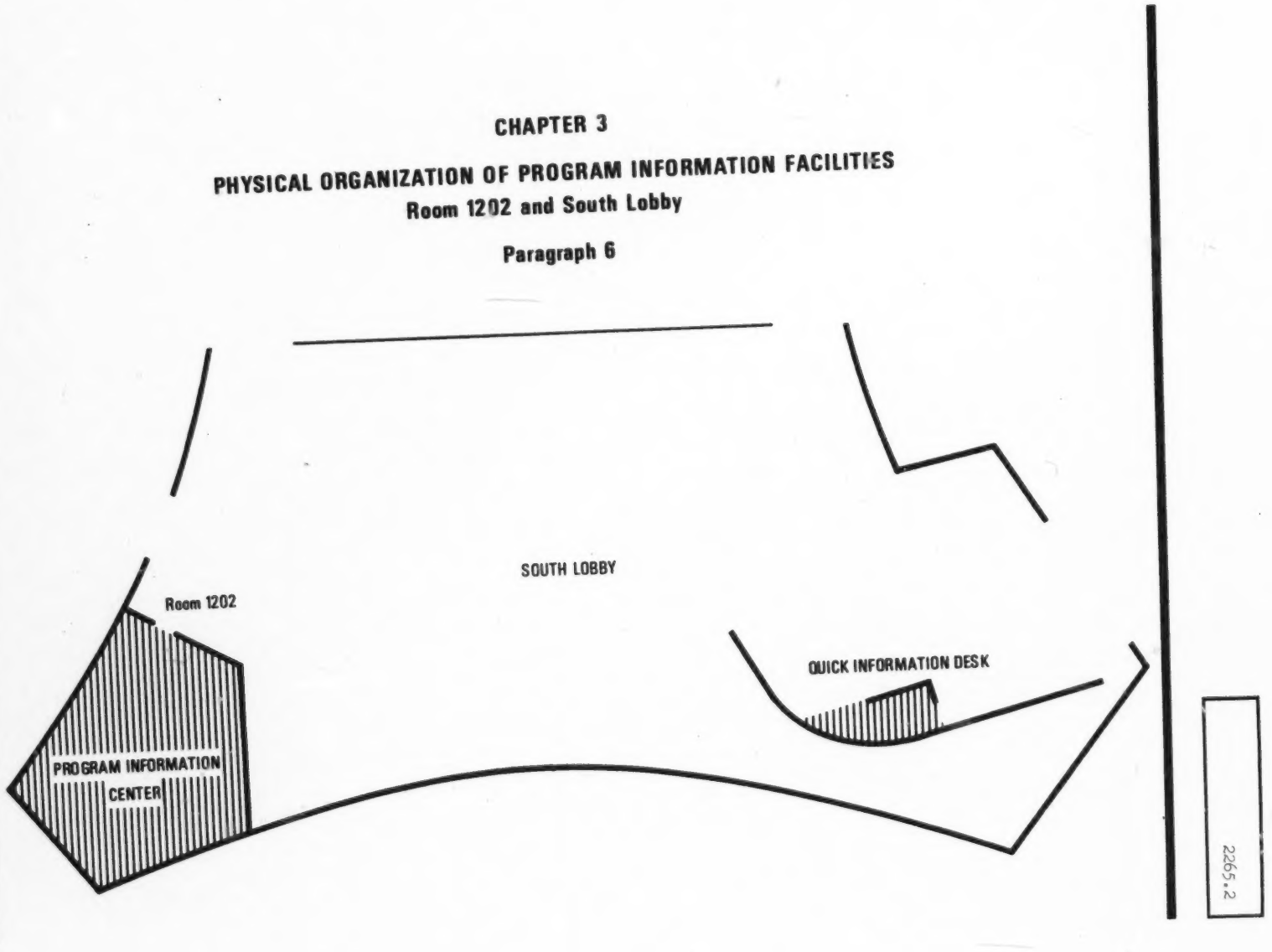
2265.2

CHAPTER 3

PHYSICAL ORGANIZATION OF PROGRAM INFORMATION FACILITIES

Room 1202 and South Lobby

Paragraph 6



CHAPTER 4. THE COLLECTIONS

7. NATIONAL RESOURCE. The Library is, in a broad sense, a national resource for the literature of housing and community development. It includes over 450,000 pieces of recorded information, developed for research and administrative use. The resources include American and foreign studies on housing; city, county, state, regional and national planning; metropolitan area problems; law; community and construction finance; land use; real estate; zoning; minority groups; statistics; urban transportation; and related subjects.

8. FORMATS. The resources of the Library, in Room 8141, are in a variety of forms. The collections contain books, documents, reports, periodicals, pamphlets, microfilms, microfiche, maps, slides, films, telephone books, college catalogs.

9. ORGANIZATION.

The following categories a.-e. are shelved by Universal Decimal Classification number.

a. The General Collection contains books (other than law), pamphlets, documents, and technical reports.

b. Equal Opportunity. The Equal Opportunity section brings together for convenience, recent books about minority groups. The section consists of about 500 rotating books, with a special print-out catalog. Duplicates of some of the books are in the General Collection.

c. Reference. This collection consists of a group of highly selected publications useful in answering reference questions. They are primarily dictionaries, biographical directories, trade directories, encyclopedias and periodical indexes.

d. Vertical File. This collection of about 5,000 pamphlets is separated and housed on special shelving because of the fragile physical format of the material.

e. Folios are a collection of oversize books and reports. Large atlases may be found here.

f. Comprehensive Planning Reports are research reports prepared by state, metropolitan and local planning agencies under grants from HUD for Comprehensive Planning Assistance under Section 701 of the Housing Act of 1954, as amended. These reports, now numbering over 30,000, are being cataloged and arranged by accession number rather than the Universal Decimal Classification. Some previously cataloged reports are in the General Collection.

g. Law. The Law Collection contains treatises, state and federal statutes, regional reporter series, law periodicals, law reference materials, etc. These are shelved by categories in the usual law library arrangement. For more details, see Chapter 10.

h. Periodicals. This collection consists of over 1600 significant domestic and foreign journals dealing with housing and community development ranging from 1887 to the present. They are shelved alphabetically by title, with those pertaining to law in a separate area. A monthly updated "Alphabetical List of Periodicals" is maintained for reference by Library staff and users. A published index is available in the "HUD Library Periodicals List."

i. Periodical Display. About 300 latest issues of periodicals, chosen for their importance to HUD staff, are kept on display arranged in an attractive browsing area. Thus, the periodicals are conveniently available for consultation. About 20 law periodicals are displayed separately in the Law Section.

j. College Catalogs. Recent catalogs from prominent American colleges, especially those with departments of architecture, urban planning, etc., are kept.

k. Telephone Directories. This is a collection of about 200 telephone directories of major cities in the United States.

l. Maps. This collection of maps shows topographic and geologic information and includes Geological Survey quadrant maps, commercially prepared highway maps and street maps for major cities.

m. Microfilm and Microfiche. A collection of the "New York Times" since 1960, on microfilm, plus other microforms are kept. Equipment for viewing and copying pages of the microfilm or microfiche is available.

n. Slides, Motion Picture Films, Other Non Print Media. A small collection of these is in the Library. Most films are deposited with Modern Talking Pictures.

o. Speeches. A collection of speeches of officials of HUD and its predecessor agencies is maintained, arranged by speaker.

CHAPTER 5. LITERATURE SELECTION AND PROCUREMENT

10. ACQUISITION RESPONSIBILITY. The Library is responsible for acquiring recorded materials to meet and anticipate the requirements of HUD and its constituency. To this end, it obtains both free and purchased publications and other recorded materials. Funds for the purchase of books, documents, reports, maps, microfilms, subscriptions and related recorded materials are provided for the central office in the budget of the Library and Information Division. Funding and procurement actions for most of the above materials for libraries in HUD Regional and Area Offices are the responsibility of the respective Regional Offices.

    HUD staff, who, in their official capacity, receive publications or who attend meetings at which proceedings and other publications are distributed, should deposit these in the Library for record. They will be sent back to the contributor on Indefinite Loan if he wishes.

11. REQUESTING MATERIALS. Requests for publications, regardless of whether the publication is believed to be obtainable with or without cost, are directed to the Library by memorandum (HUD-96). Only those required for official use are ordered. The Library determines the best source and method of obtaining publications needed for retention in offices or for addition to the Library collections. Suggestions are welcomed for new materials that should be in the Departmental collection.

12. EXCHANGES AND GIFTS. The Library obtains valuable free documents and information from its exchange relations with other institutions and from government agencies, both U.S. and foreign. Since HUD is a free Depository Library for Federal documents, a primary source is the Government Printing Office. Many foreign publications are procured through the Office of International Affairs.

13. HUD PUBLICATIONS AND HUD SPONSORED REPORTS. Copies of HUD publications and technical reports prepared under HUD contracts or grants must be sent for permanent retention, indexing and announcement to the Library, Room 8141. Copies must also be sent for informational use and publication distribution, where appropriate, to the Program Information Center, Room 1202.

14. HUD DEPOSITORY LIBRARIES. The Library cooperates with the Office of Community Planning and Management in establishing policies and procedures, and in determining which libraries throughout the country may receive HUD sponsored reports on automatic distribution.

CHAPTER 6. CATALOGING SERVICES

15. CATALOGING. The Library catalogs and classifies materials to provide a bibliographic record for information retrieval. Subjects are assigned from the "Urban Vocabulary," a list of subject headings created and developed by the Library to meet the special needs of the Department and the groups it serves. Books are classified according to the Universal Decimal Classification system, again modified to meet the special needs of the Department, and its client groups. The catalogs contain information regarding all of the Library's collections, including legal and legislative materials. The public card catalog is arranged alphabetically by author (personal and corporate), title, and subject. In addition, a computer produced book catalog that lists the HUD Comprehensive Planning Reports (701 Reports) is maintained and filed near the public catalog.

16. CATALOG CARDS. HUD Library catalog cards are sent to the Library of Congress and to the Library of the Centro Interamericano de Vivienda y Planeamiento in Bogota, Colombia. The Library of Congress reproduces HUD cards in its publication "National Union Catalog" which is used by libraries and other institutions over the world.

CHAPTER 7. LOAN SERVICES

17. LENDING. Most of the Library materials—books, periodicals, reports, films, and documents—are available for borrowing by HUD Central Office personnel. The loan period varies with the type of material and the demand. The standard loan period is for three weeks. If other requests are not waiting, the loan period may be extended upon request. A one-week period is observed for law books, and those books which have reserves on them for other readers.

    Most HUD-owned films are deposited with Modern Talking Pictures in Washington, D.C. and are available on loan from them.

    Publications must be returned on or before the date indicated to make them available for others. Borrowers are responsible for publications charged to them and should not reloan materials without notifying the Library.

18. INDEFINITE LOANS. Material required for constant use in an office will be assigned for an indefinite loan period, when requested with sufficient justification. Items are to be returned when no longer in constant use. The office holding such material will make it available to other HUD personnel if an urgent need arises.

19. RESERVES. Readers may ask to be put on the reserve list to receive a charged out publication upon its return.

20. INTERLIBRARY LOANS. Material not in the Library, that is needed for official use by HUD Central Office personnel, will be borrowed from other libraries. Except for reference and bound periodicals, material will be loaned to other libraries in the metropolitan area. Reproduced articles will be sent instead of loans when possible. Outside the metropolitan area, loans are made to HUD Regional libraries and to other libraries on a limited basis. Non-HUD personnel may arrange for loans through their libraries.

21. NON-LOANABLE ITEMS. Material to be used only in the Library consists of Reference materials, such as encyclopedias, directories, atlases, telephone books; new books and periodicals on display, and local newspapers. Official Model Cities reports are for HUD use only.

22. LIBRARY USE. The Library is available to the public for the consultation of any of its holdings. The collections are arranged in open stacks to facilitate browsing.

CHAPTER 8. PERIODICAL ROUTING

23. PERIODICALS ROUTED. The Library receives about 1600 periodicals. Newly arrived periodicals are routed to HUD individuals at their office locations, upon request based on official need. The Library encourages the sharing of these publications and asks users to pass the copies along quickly, so that all may have access to new information.

24. HUD LIBRARY PERIODICALS. A list of titles from which selections can be made is available in the publication "HUD Library Periodicals List." Copies will be supplied upon request.

CHAPTER 9. REFERENCE AND RESEARCH SERVICES

25. CLIENTELE SERVED. The Library serves the HUD Washington staff, and gives aid to Regional, Area and Insuring Office personnel. The facilities are also available to researchers, the academic and the business communities, public interest groups, Federal officials, other government libraries, Congressmen and their constituents, civic organizations, local public agencies, professional organizations, private research firms, and anyone interested in housing and community affairs. It provides access to facts and to the thinking and experience of others.

26. RESEARCH AND REFERENCE. Users may consult the Library by letter, by telephone, or by personal visit. Reference librarians will help in finding specific books and reports. They clarify and refine requests according to the type and volume of material available, indicate persons or organizations the user may reach for more information, suggest sources that the user may be unaware of, and for the benefit of the HUD staff will try to borrow from other libraries material that is not in this Library. Reference librarians will also do research and select materials relating to subject inquiries. They evaluate research sources and supply answers as well as indicate appropriate publications.

    The Reference staff can point out periodical indexes and published bibliographies that will be useful to readers who are preparing reports, and suggest materials that are of proven value in specific subject fields. In some cases, brief bibliographies can be prepared, or bibliographies that have been prepared in the Library supplied. See also CHAPTER 10.

27. RELATED REFERENCE SERVICES. The Reference staff assembles exhibits, book displays and prepares many of the book reviews of outstanding new literature. In scanning current periodicals for articles to be included in the Library's bi-monthly bibliography "Housing and Planning References," the staff is often aware of the most recent literature that may be helpful to the user.

28. SUGGESTIONS FOR COLLECTION DEVELOPMENT. Readers may suggest new books, reports or other media that the Library may acquire to serve the HUD staff. The Library staff is constantly on the alert to suggestions from readers and scans the literature for new materials to augment the Library's collections. See also CHAPTER 5.

29. NEW BOOK DISPLAY. The Reference Section maintains a rack of new books, put on display for a week so that Library users may learn of recent acquisitions. These books may be reserved for later use. In addition, new acquisitions are circulated to HUD personnel with a known interest in certain specific types of material. More information on this service is in Chapter 11.

30. STUDY ROOMS. Personnel, especially outside researchers engaged in long projects requiring library materials, may request the assignment of a study room from the Chief of the Reference Section. These rooms assure quiet and privacy. They have electrical outlets for the use of typewriters, dictating equipment and adding machines. Some are available for use by several persons requiring consultation or joint use of materials.

CHAPTER 10. LAW SERVICES

31. LAW REFERENCE. The Law Section of the Library and Information Division provides reference and research services to Central Office Personnel and in particular to HUD attorneys. See also Chapter 9.

32. RELATED SERVICES. The following additional services are provided: Advance Sheets of the "National Reporter System" are routed upon request. Law journals are kept for use, while the Tables of Contents of selected ones are reproduced and circulated.

33. LAW COLLECTION. Approximately 80 journals and services are received. The "United States Law Week" is maintained as a reference service. The Law Section contains all Federal laws; Federal decisions; selected Administrative decisions; all with digests, indexes and Shepard's Citators to the Reporter Systems. A complete set of "National Reporter System" with "American Digest" and regional digests, excluding the "Abbott's New York Digest," is maintained. Complete sets of all state codes are maintained. There is a complete bound set of the "Federal Register," along with the current "Code of Federal Regulations." Superseded sets of the "United States Code" as well as current ones, including a Reference set, are maintained for current and retrospective searches. The "Congressional Record" from 1934 to date is available. Legislative histories of housing acts and appropriations acts are maintained, to be used only in the Library.

    More than a thousand law treatises, legal encyclopedias, dictionaries and constantly updated specialized services augment the collection.

34. RELATED MATERIALS. Since the Law Section is an integral part of the Library's total resources, all the information contained in the general collection complements the law materials.

CHAPTER 11. SELECTIVE DISSEMINATION OF INFORMATION

35. SPECIAL SUBJECT INTERESTS. Staff members may advise the Library of special subject interests, in which case related publications subsequently received will be brought to their attention. These may be for permanent assignments or for short term projects.

CHAPTER 12. BIBLIOGRAPHIC SERVICES

36. HOUSING AND PLANNING REFERENCES. The Library and Information Division produces six issues a year of "Housing and Planning References," a bi-monthly selection of approximately a thousand publications and periodical articles received by the Library during the two-month period. Selections are arranged by subject content with cross references, and indexed by author and geographic location. HUD publications, HUD-sponsored reports, and new periodicals are listed separately. The publication is printed and sold by the Government Printing Office at $4 for domestic, $5 for foreign subscriptions.

37. DISTRIBUTION OF LIBRARY PUBLICATIONS. The above bibliography and others are also distributed free, as issued, to a selected list of interested organizations through their libraries. HUD personnel may receive them if they indicate their need to be placed on the distribution list. The Bibliography Section controls the mailing list and requests may be made to them. Individual copies are furnished in response to mail, telephone calls or personal requests.

38. SPECIALIZED BIBLIOGRAPHIES. The Library develops extensive printed bibliographies on special subjects of current interest in the fields of housing and urban development. The literature is searched, evaluated and analyzed. The resulting bibliographies are distributed to selected mailing lists, and are also sold by the Superintendent of Documents. Recent examples are: "Citizen and Business Participation in Urban Affairs" (75¢); "Environment and the Community" (65¢); "The Landlord-Tenant Relationship" (60¢); and "The Built Environment for the Elderly and the Handicapped."

39. BOOK OF THE WEEK. The Library produces "Book of the Week" for Central and Regional Office distribution. These are objective long reviews of current publications considered to be of particular interest to HUD personnel.

40. BRIEF BIBLIOGRAPHIES. Brief, highly selected, typewritten bibliographies (10 to 30 items) are compiled in response to requests and current need. Copies are available from the Bibliography Office or may be consulted at the Reference desk.

41. BOOK LISTS. The Library provides a selected list of books, briefly annotated, for the "In Print" page of the monthly "HUD Challenge," as well as some of its book reviews.

CHAPTER 13. OTHER LIBRARY PUBLICATIONS

42. URBAN VOCABULARY. The "Urban Vocabulary," published in 1971, contains the subject headings used in the public catalog of the HUD Library. Included are cross references to related terms and corresponding Universal Decimal Classification numbers used in the HUD Library for each term. The "Urban Vocabulary" is divided into two main categories: an alphabetic list of subject headings and a reverse index of classification numbers with corresponding subject terms. Copies are available from the Library and Information Division.

43. PERIODICALS LIST. The "HUD Library Periodicals List," published in 1971, notes the titles found in the periodicals collection of the HUD Library. The List consists of three parts: alphabetic list of titles, with partial holdings and name of publisher; subject categories, with full title repeated under each subject; and publishers' names and full addresses. Copies are available from the Library and Information Division.

44. COMPUTER ASSISTED PUBLICATIONS. The Library and Information Division produces lists of periodicals, of geographic subject terms, of books on equal opportunity, and of planning reports, through punch card and computer techniques. These are largely developmental in nature and for internal use of the Library staff. It is anticipated that in the future some may become formal publications.

45. SPEECHES. Speeches by members of the staff of the Library and Information Division before various groups of librarians, information scientists, and others, both here and abroad, are printed and available for distribution from the Library and the Program Information Center.

CHAPTER 14. PROGRAM INFORMATION CENTER SERVICES

46. PUBLIC SERVED. The Program Information Center serves as the main liaison between the public and the Department for information about the Department's programs, organization, functions and activities. The group it serves includes official visitors, public interest groups, consumer groups, the business and academic communities, other governmental agencies, as well as the general public.

47. INFORMATION CALLS. The Center responds to telephone calls received by the Department which are not directed to specific employees or offices. It answers inquiries direct or refers the caller to appropriate program area when indicated.

48. VISITORS. It receives visitors and advises them about the Department's and related agencies' programs. When indicated, appointments for visitors are made with appropriate program officers for more specific data.

49. FREEDOM OF INFORMATION. HUD information and records are made available to the public under the regulations established pursuant to the "Freedom of Information Act," (Public Law 90 - 23, Public Information Act). Requests and complaints under the Act are handled or referred.

50. DISTRIBUTION OF PUBLICATIONS. The Center serves as a distribution point for visitors of printed informational material published or sponsored by the Department. It also responds to requests for information about how to obtain issuances and regulations for specific programs.

51. HUD PUBLICATIONS. Copies of Departmental reports and issuances, and HUD-sponsored reports should be sent to the Center for review by the public, or distribution when the supply is adequate. Supplies of publications are furnished to the Center by the Office of Public Affairs and by other responsible offices.

52. SUGGESTING PUBLICATIONS. Based on its experience with public inquiries, the Center recommends to appropriate Departmental offices the preparation of publications and other informational material and the reprinting or revision of existing materials.

CHAPTER 15. QUICK INFORMATION DESK

53. THE QUICK INFORMATION DESK serves the public and HUD employees:

a. As a reception area for visitors to the Department, locating HUD personnel and calling to make appointments when appropriate.

b. The staff receive telephone calls and give general information about the Department.

c. In response to requests, publications, fact sheets and other informational material are furnished.

d. The staff maintain the official telephone and room locator file for the Department, and respond to telephone and visitor inquiries for such information. Notice of changes in room and telephone numbers should be sent to it by administrative officers to keep the locator file current.

HUD-Wash., D. C.

CHAPTER 16. SERVICES TO REGIONAL AND AREA OFFICES

54. SERVICES TO LIBRARIES. The Central Office Library and Information Division provides general policy and procedure guidelines for the establishment, development and maintenance of HUD Regional libraries and Area Office collections. It renders technical assistance in all facets of library operation including personnel selection, orientation and development, specialized furniture and equipment, book selection and procurement, cataloging, reference, and bibliography.

It purchases yearly a limited number of significant books in the fields of housing and community development for each Regional Library. It distributes duplicate Central Office materials, particularly to newly established Regional libraries. It gives special assistance to newly established libraries and those lacking full-time or professional library staff. Central Office staff visit Regional Office libraries to provide technical guidance. Regional librarians, especially when newly appointed, are sent to the Central Office for orientation.

55. SERVICES TO FIELD PERSONNEL. Regional, Area and Insuring Office personnel should first seek assistance from their Regional or Area libraries. The Central Library will lend publications, reproduce articles, perform reference and research services and compile brief bibliographies. The recurrent "Housing and Planning References," "Book of the Week" reviews, specialized bibliographies, and other Library-produced aids, assist field personnel in keeping abreast of latest developments.

CHAPTER 17. HUD REPRESENTATION IN TECHNICAL INFORMATION AND LIBRARY MATTERS

56. INTERAGENCY COMMITTEE REPRESENTATION. The Library and Information Division staff represent the Department on documentation, technical information transfer and library matters. They serve on interagency committees, such as the Committee on Scientific and Technical Information and its Panels; Federal Library Committee and its Task Forces; Washington Metropolitan Council of Governments Librarians Technical Committee; FLC/COSATI Ad Hoc Group on the President's Departmental Reorganization Program; Urban Studies Libraries.

57. PROFESSIONAL SOCIETIES. The Library staff are spokesmen for HUD at professional societies, such as the American Library Association, American Association of Law Libraries, American Society for Information Science, Council of Planning Librarians, Special Libraries Association.

They represent HUD on the International Federation for Documentation (FID) Universal Decimal Classification Subcommittee.

58. TECHNICAL ADVISORS. The Library and Information Division staff also serve as technical advisors on HUD contracts and on HUD assisted projects involving information transfer, libraries, computerized information storage and retrieval systems, and related matters.

CHAPTER 18. ASSISTANCE TO LOCAL PUBLIC AGENCIES AND OTHERS

59. ASSISTANCE AND ADVICE. In addition to the usual library and program information services, as requested, Library and Information Division staff advise and assist Local Public Agencies and others in planning, developing, organizing and managing library and program information centers or files. They also advise on planning and equipping the physical facilities.

CHAPTER 19. TRANSMITTAL OF HUD TECHNICAL REPORTS TO THE NATIONAL TECHNICAL INFORMATION SERVICE

60. HUD TECHNICAL REPORTS TRANSMISSION. In addition to the services of storing, retrieving, announcing and distributing HUD-sponsored reports, previously described, the Library and Information Division is the central office for transmittal of HUD technical reports to the National Technical Information Service (NTIS). This function is for other than the reports submitted direct to NTIS by HUD contractors or grantees.

These responsibilities and procedures for HUD program offices and the Library are set forth in HUD Circular 2160.11, "Submission of HUD Technical Reports to the National Technical Information Service," August 13, 1971.

61. RECORD OF NTIS ACCESSION NUMBERS. The Library and Information Division maintains the central record of the Accession Number (PB Number) necessary for ordering reproduced HUD documents from NTIS.

GPO 936-246 HUD-Wash., D. C.